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# ANDES 3
# User Guide

**Revision: 1.1**
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"Make Mine an Extech!™"

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## Provisional Declaration of Conformity

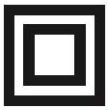
| | |
|---|---|
| Name: | Extech Instruments Corporation |
| Manufacturer's Address | 285 Bear Hill Road, Waltham, MA 02451, USA<br>Telephone: +1 781 890 7440 |
| Declares that the Product | |
| Product Name: | Portable Receipt Printer |
| Model Number: | ANDES 3 |
| Optionally Containing: | 1) Bluetooth™ radio short range OEM module from connectBlue ab, cB-0701-01; FCC ID PVH 070101. Conforms to R&TTE Directives: 1999/5/EC (EN 300 328-2)<br>2) EMC Directive 89/336/EEC (EN 301 489-1 and -17); and Low Voltage Directive 73/23/EEC (EN 61131-2)<br>3) 802.11 Wi-Fi Module |
| Conforms to the following regulation and/or standards: | |
| SUBMITTED FOR TESTING | FCC: Part 15 Subpart B, Class B |
| SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING | CE: EN60950<br>CE: EN55022 Class B<br>CE: EN61000-3-2<br>CE: EN61000-3-3<br>CE: EN50024. |
| Supplementary Information :<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING<br>SUBMITTED FOR TESTING | ▪ The product complies with EMC Directive 89/336/EEC and Low Voltage Directive 73/23/EEC<br>▪ The product conforms to ANSI/UL STD 60950 & Certified to CAN/CSA STD C22.2 No. 60950-00<br>▪ CB Certified<br>▪ ETL Listed, control # 3046813<br>▪ IEC 68 certified<br>▪ IP54 certified |
| Place: | Waltham, MA, USA |
| Date: | |
| Signature: | |
| | Antony Revis, General Manager |

## General Precautions

- Before using this product be sure to read through this manual. After reading please keep the manual in a safe place for future reference.
- The information contained herein is subject to change without notice of any type.
- Extech is not responsible for any operational results regardless of missing information, errors or any misprinting in this manual.
- Extech is not responsible for problems created as a result of using options and consumables not approved by them.
- This product is designed for servicing at an Authorized Service Center. Other than routine maintenance described in this manual the user should not attempt to repair, service or disassemble this product.
- Incorrect operation, handling or improper operating environments may cause damage or otherwise affect the proper operation of this product. Such actions invalidate the product warranty.

## Safety

In this manual and on the Printer and accessories we make use of internationally recognized safety symbols as follows:

| | |
|---|---|
| | **Caution! Refer to the explanation in this Manual** |
| | **Caution! Risk of electric shock** |
|  | **Double Insulation or Reinforced Insulation** |
| | **DC, Direct Current or Voltage** |
| | **AC+DC, Current or Voltage** |

# 1. Getting Started

## 1.1 Unpacking the Printer

The ANDES 3 portable printer is a full featured portable receipt printer designed for varied job environments including field service, field sales, hospitality and restaurants, ticketing and many others where point of service receipts are required. The package contains:

- Printer
- Battery Cartridge
- Universal Adapter (USA,UK, European and Australian plugs) for charging the battery inside the printer
- Belt Loop System and
- Roll of paper supply (already loaded in the printer).

Both cabled and wireless communication is possible.

### Overview

**FIGURE 1: PRINTER OVERVIEW**

## 1.2 Installing and Charging the Battery Cartridge

*Note: One battery cartridge is included with the printer. Similar to a cordless phone battery, the printer's battery must be charged before using it.*

| | |
|---|---|
| | **Extech batteries must be cycled several times to achieve maximum capacity. To cycle a battery fully charge it and then allow full discharge through normal use in the printer** |

### *1.2.1: Installing the battery*

*Note: Refer to Figure 2 below to install the battery pack in the printer.*

- Unlock the battery door by sliding the battery door locking tab down
- Open the battery door
- Insert the battery as shown. The battery side with two contact terminals should be facing down to make contact with the two spring probes inside the battery compartment.
- Close the battery door.
- Lock the battery door by sliding the battery door locking tab up

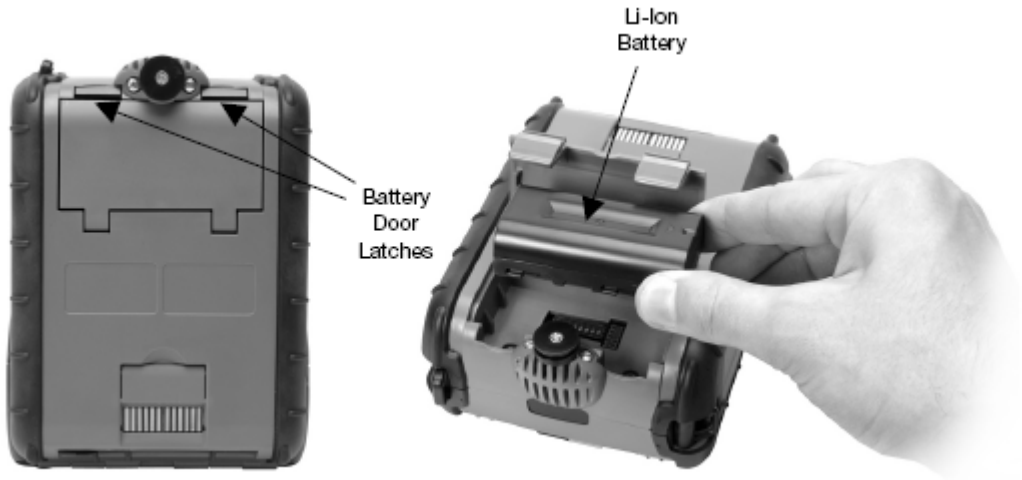



**FIGURE 2: INSTALLING THE BATTERY CARTRIDGE**

*Note: Ensure the battery is properly seated before closing door. To ensure a full charge do not operate the printer while charging.*

### *1.2.2 Charging the Battery*

- Plug battery charger adaptor output cable into the battery charger connector as shown in Figure 3.

**FIGURE 3 – BATTERY CHARGER**

- Plug battery charger adaptor into the appropriate AC line voltage socket.
- The Yellow/Amber charging LED will illuminate indicating that the battery is being charged
- The battery will be fast charged and after about 180 minutes. The LED will turn off
- To remove the battery cartridge, open the battery door and tip the battery out of the printer.

*Note: To ensure a full charge do not operate the printer while charging.*

*Note: The wall mounted charger is a Class II equipment ( ⧈ ). Multiple plug configurations comply with most international standards. The wall mounted charger is not supplied with plugs for use in Korea*

| | |
|---|---|
| **Model** | ANDES 3 |
| **Input Voltage/Current** | 100-240 VAC/0.4A |
| **Input Frequency** | 47-63 Hz |
| **Output Voltage/Current (⎓)** | 10VDC/1.32A |

| | |
|---|---|
| | **Do not use a charger not approved by Extech for use with the ANDES 3. Use of an unapproved charger could damage the battery pack or the printer and will void the warranty.** |
| | **The battery terminals are well recessed inside the printer. Do not allow them to contact conductive material since this may create a short circuit which could cause injury or start a fire.** |
| | **When using the wall mounted charger ensure the socket outlet is close to the printer and easily accessible during the battery recharging process. Either switch the socket off (if supplied with a socket switch) or pull out the charger from the socket or disconnect the plug from the printer in the event of any problems.** |

## 1.3 Reading the LED Status

The illustration below points out the location of the LED indicators described in Table 1.

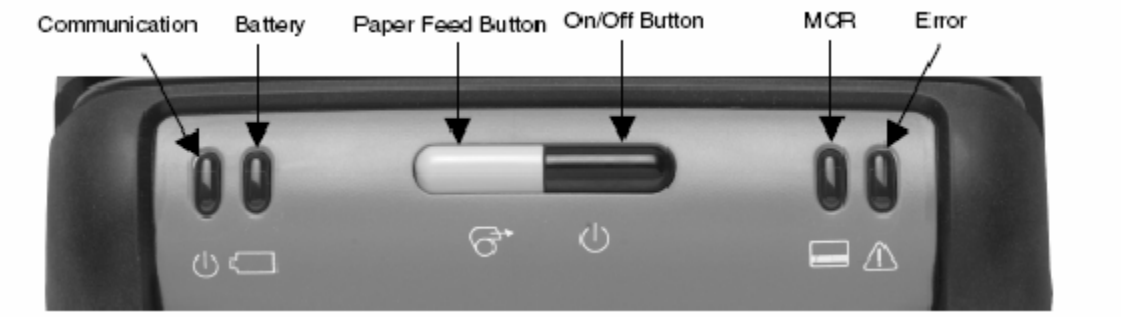



**FIGURE 4 – LED INDICATOR LOCATIONS**

*Note: Refer to the Troubleshooting guide to determine error or fault condition.*

Table 1 explains the LED indicator status. Refer to Figure 4 for the locations described for ON/OFF and FEED pushbutton switches and AC adaptor socket

**Table 1 - Reading the LED Status**

| LED | Status | Condition | Function |
|---|---|---|---|
| Communication | Green | Flashing | RS232 serial mode selected |
| | | Steady | Communicating with host |
| | Blue | Flashing | Bluetooth mode selected |
| | | Steady | Transmitting/Receiving |
| | Amber | Flashing | 802.11b/g mode selected |
| | | Steady | Transmitting/Receiving |
| Error | Red | Steady | Error |
| Battery | Red | Steady | Low Battery |
| | Amber | Steady | Battery being charged |
| | Green | Steady | Battery charge complete |
| Magnetic Card Reader (MCR) | Green | Steady | Swipe Ready |
| | Red | Steady | Swipe Error |

## 1.4 Attaching Belt Loop System

The belt loop system consists of two parts as seen in Figure 5:

- A knob located on the back part of the printer just above the battery door
- A strap with click on connector

To attach the strap to the knob insert the knob located at the bottom of the printer into the slot of the connector. Pull down until you hear a click. The printer is now secure. The loop is then placed over your belt. Allow the printer to hang down to either the left or right hip.

- To release the printer, press in on the two latches on the connector and pull the knob clear of the slot.

*Note: Do not force or pull the printer from the connector without pressing in on the two latches*

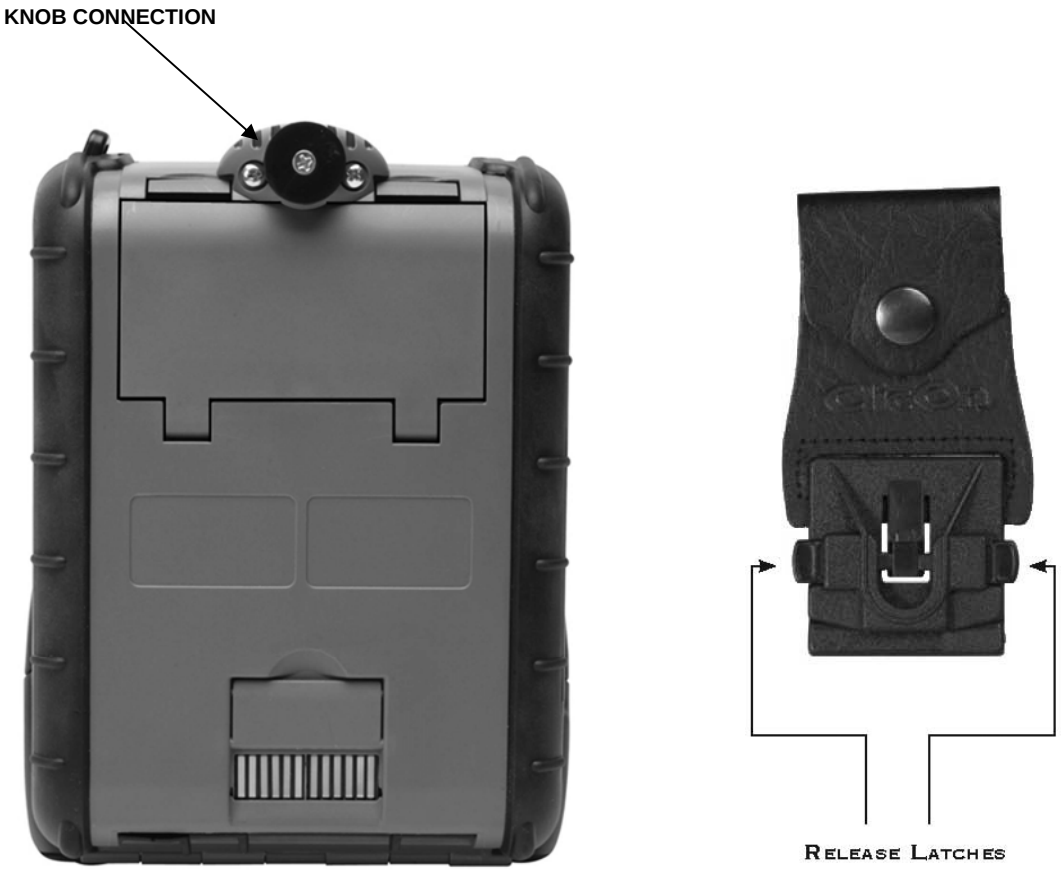



**FIGURE 5– KNOB CONNECTION AND QUICK CLIP**

# 2. Loading Supplies

## 2.1 Adding Paper/Labels

The printer can print text, bar codes and graphics on thermal receipt paper. See “Supply Specifications” for the width, thickness requirements and approved vendors. Follow these steps to load printer paper.

- Open the paper door by pressing the Paper Door Unlock Button on the top cover as indicated in Figure 6.

**FIGURE 6 – OPENING PAPER DOOR**

- Place the paper supply roll into the paper supply well. Make sure the paper supply unwinds from the bottom as shown in Figure 7.

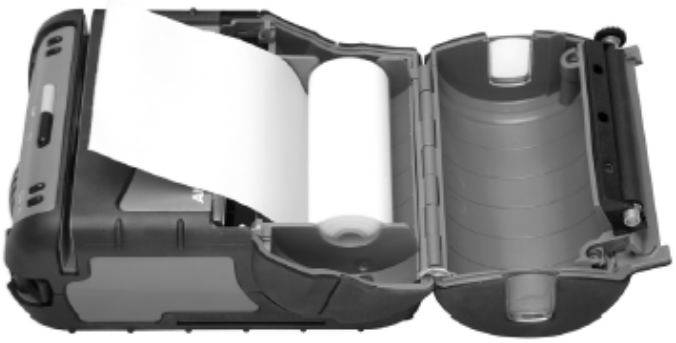


**FIGURE 7 – INSTALLING PAPER ROLL**

- Position the paper supply between the print head guides.
- Make sure some supply (2-3 inches) extends beyond the top of the paper supply well.
- Close the paper door and press close as shown in Figure 8.

**FIGURE 8 – CLOSING PRINTER**

## 2.2 Tearing Paper

The printer's paper door acts as a tear bar. Pull one edge of the paper against the tear bar as indicated, then tear down and across against the tear bar to tear the paper. See Figure 8 for details.

**FIGURE 9 - TEARING PAPER**

| | |
|---|---|
| | **The tear bar may have sharp edges** |

*Note: Using the tear bar is the only way to tear the paper.*

*Note: Pulling up and pulling sideways without using the tear bar can cause a paper jam due to paper misalignment in the print head mechanism.*

# 3. Using the Printer

## 3.1 Initial power up and self-test

Once the Battery is charged and the paper is loaded, an initial power up and self-test can be performed:

- Press the <On/Off> switch once. This turns printer on. LED #1 illuminates in green, blue or orange depending on the mode of communication.
  - *The printer will stay ON until it is manually tuned OFF.*
  - *If the printer is set for infrared communications (IrDA) mode the printer will stay on all the time. Pressing the <On/Off> switch again will turn the printer off.*
- Press the <On/Off> switch to turn the printer off. The LED turns off.
- To start the self-test, press and hold the <FEED> switch then press the <On/Off> switch
- The printer will start printing the self-test message. Release the <FEED> and <On/Off> switches.
  - *Press the* <On/Off> *or* <FEED> *switch to stop the self-test print.*
  - *The first few lines of self-test show the printer firmware version, the current printer settings (for example IrDA or Serial mode) and a list of any optional or special features installed. See Figure 10 for details.*

**FIGURE 10 – SAMPLE SELF TEST**

## 3.2 Connecting the Printer

- The ANDES 3 printer supports Serial RS232 and IrDA compatible infrared communication interfaces. Radio frequency (RF) Bluetooth ™ communication is available as an optional feature as well as 802.11 interfaces.
- Serial, IrDA, Bluetooth and 802.11b communication settings can be changed via a DIP switch located on the control card.
- Printer drivers for Windows 95/98/NT/2000 and XP are available from Extech.
- PrinterCE print Control utility is available from Extech for Windows CE devices. Printboy Print Utility from Bachmann Software or PalmPrint Utility, from StevensCreek, are recommended for Palm Pilot devices

### *3.2.1 Dip Switches Location*

- The DIP switch is located inside the battery compartment as illustrated below indicating the location of this switch. To access to the dip switches open the battery door and remove to battery to access to the DIP – SWITCH. Figure 11 shows the DIP – SWITCH location.
- The functions assigned to these switches are shown in Table 2**.**

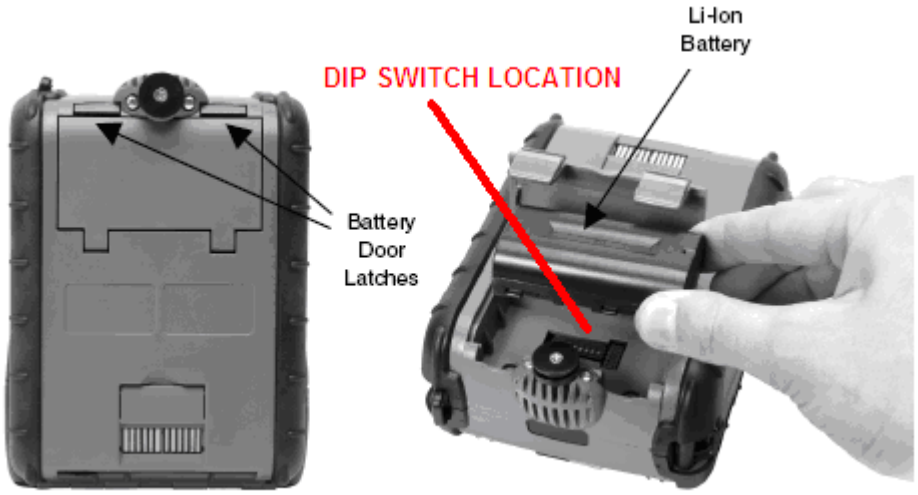



**FIGURE 11 - DIP SWITCH LOCATION**

*Note: Ensure battery is properly seated before closing the door*

- If the Serial interface is selected, the communication Parameters, Baud Rate, Data Bit and Parity must be set.

*Note: Optional serial cable is available for Serial RS232 communication (part # 5892RJD9).*

### 3.2.2 Setting Dip Switches

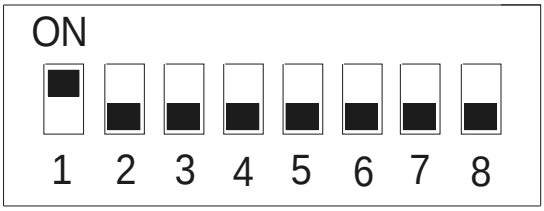



**FIGURE 12: EXAMPLE: DIP SWITCH #1 SHOWN IN 'ON' POSITION**

*Note: Be careful when changing dip switch settings. Carefully use a pointer on the dip switch you are going to change. DO NOT use a screw driver or apply excessive force.*

### 3.2.3 Dip Switch Functions

*Note: (Developer's refer to Programming Manual for more information)*

**Table 2 – DIP Switch Setting**

| Dip Switch | Function | Switch # | Switch # | Switch # | Notes |
|---|---|---|---|---|---|
| 1 & 2 | Communication Interface | SW 1 | SW 2 | | |
| | RS232 | OFF | OFF | | Baud rate set by Dip switches 3,4 and 5 |
| | IrDA | ON | OFF | | Baud Rate can be negotiated up to the value specified through Dip switches 3,4 and 5 |
| | Bluetooth | OFF | ON | | BT Baud Rate set for 57600 bps. Dip switches 3,4 and 5 must be set to OFF position |
| | 802.11b | ON | ON | | 802.11 Baud Rate set for 57600 bps Dip switches 3,4 and 5 must be set to OFF position |
| 3 & 4 & 5 | Baud Rate | SW 3 | SW 4 | SW 5 | |
| | 57600 | OFF | OFF | OFF | |
| | 38400 | OFF | ON | OFF | |
| | 19200 | ON | ON | OFF | |
| | 14400 | OFF | OFF | ON | |
| | 9600 | ON | OFF | ON | Use for fixed IrDA |
| | 2400 | OFF | ON | ON | |
| | 1200 | ON | ON | ON | |
| 6 | Parity Bit | SW 6 | | | |
| | Parity Enabled | ON | | | Does not apply for IrDA |
| | Parity Disabled | OFF | | | Does not apply for IrDA |
| 7 | Odd/Even | SW 7 | | | |
| | Even Parity Checker | ON | | | Does not apply for IrDA |
| | Odd Parity Checker | OFF | | | Does not apply for IrDA |
| 8 | Auto Power Save | SW 8 | | | |
| | Power Save Disabled | OFF | | | Manual On/Off |
| | Power Save Enabled | ON | | | Auto Power Down |

*Note: In order for changes to the dip switch configuration to take effect, the printer power must be reset. This action occurs automatically when the battery is removed to gain access to the dip switches.*

## 3.3 Communications

- The ANDES 3 Printer is able to support two modes of communication simultaneously – Either RS232 and IrDA (If Dip switch #1 is ON) or RS232 and 802.11b or Bluetooth ™ (If Dip switch #1 is OFF and Dip Switch #2 is ON).
- Dip Switch #2 is used to control the RS232 Port. If the Switch is turned ON the RS232 port is disabled and if it is turned OFF the RS232 Port is enabled. If RS232 interface is not required, disabling the port will save battery power.
- Bluetooth or 802.11 RF communications is available if optional daughter boards are installed. The printer can have either Bluetooth or 802.11 enabled but not both of them at the same time.

### *3.3.1 Serial Communications specification*

- The RS232C Interface signals for the ANDES 3 Series printers are terminated on a 6 PIN RJ type data connector located on the side of the printer.
- Six connections are provided from the Serial Interface to the host computer. The Table 3 below lists the Serial Interface signals and pin outs on the RJ connector and the connector pin locations are shown in Figure 13.
- A minimum of two connections are required for operation: RXD – pin 3 and Common – pin 1

*Note: The communication Parameters: Baud rate, Data Bit and Parity must be set same as the host device settings.*

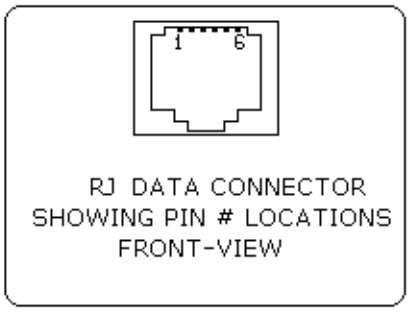



**FIGURE 13 – RJ DATA CONNECTOR**

**TABLE 3 – ANDES 3 - Serial RS232C Interface signals**

| RJ25 CONNECTOR PIN # | FUNCTIONAL DESCRIPTION | SIGNAL NAME |
|---|---|---|
| 3 | RS232 from Host (INPUT) | RXD |
| 2 | RS232 from Printer (OUTPUT) | TXD |
| 6 | Request to send from Host (INPUT) | RTS |
| 4 | Clear to send from Printer (OUTPUT) | CTS |
| 1, 5 | Logic common | COM |

## 3.4 Infrared Communications Mode (IrDA)

- Dip Switch #1 must be in the <ON> position.
- The printer can be powered up by pressing the power <On/Off> switch
- If no IrDA connection is made, the printer will automatically power down to a lower power level to conserve battery life. It will remain in a "sleep" mode until an IrDA connection is made, at which time the printer will "wake" up and print the requested data
- Pressing the power switch again will turn the printer <OFF>.

## 3.5 Bluetooth / 802.11b Communications (Option)

- Bluetooth operation: Dip Switch #1 must be in the <OFF> position.
  Dip Switch # 2 must be in the <ON> position.
- 802.11b operation: Dip Switch #1 and #2 must be in the <ON> position.

*Note: Adjust baud rate settings to match those of the BT or 802.11b module in your computing device*

- The printer can be powered up by pressing the power <On/Off> switch
- Pressing the power <On/Off> switch again will turn the printer <OFF>.

*Note: It is necessary for the mobile computing device you are using to discover the printer. Refer to the instructions provided by the systems integrator.*

*Note: Systems Integrators: Refer to the Bluetooth manual provided with your mobile computer and the Bluetooth section of the Developer's Manual/802.11b Application Note available for this printer.*

## 3.6 Magnetic Stripe Reader (Option)

- The Magnetic Card Reader is a factory-installed option. This option requires special application software to read and process cards with a magnetic stripe, such as credit cards or driver's license

> *Note: Refer to the Figure 14 if your printer is equipped with the optional magnetic stripe reader*

- Quickly swipe the card through the reader either left to right or right to left. The magnetic stripe must be facing toward the paper supply door as indicated below while it is passed through the reader
- Refer to Table 4 for the description of the LED indicator Status.

**Table 4 - Magnetic Card LED Indicator**

| LED indicator | State | Status |
|---|---|---|
| Green | ON | Ready/waiting for card to be swiped. |
| | OFF | Good swipe - Card data read OR<br>Card not ready to be swiped. |
| Red | ON | Error reading card's data. |

**FIGURE 14: USING THE MAGNETIC CARD READER**

## 3.7 Programming Information

This section lists the printer control commands strings.

*Note: System Developers: Please refer to ANDES 3 developer's manual for further details. Other features may be available and are described in the Developer's manual*

### *3.7.1 ASCII Control Characters*

| Character | Hex/Dec | CONTROL ACTION |
|---|---|---|
| EOT | 04/04 | End Of Text |
| BS | 08/08 | Back Space |
| HT | 09/09 | Horizontal Tab |
| LF | 0A/10 | Line Feed |
| VT | 0B/11 | Vertical Tab |
| FF | 0C/12 | Form Feed |
| CR | 0D/13 | Carriage Return |
| SO | 0E/14 | Shift Out |
| SI | 0F/15 | Shift In |
| XON | 11/17 | Transmitter On. |
| AUXON | 12/18 | Printer on. |
| XOFF | 13/19 | Printer receiver is off |
| NORM | 14/20 | Return to default 42 column mode |
| AUXOFF | 15/21 | Printer to Host: printer is off |
| CANCEL | 18/24 | Cancel and reset printer BUFFER |
| ESC | 1B/27 | Escape |
| EXTEND | 1C/28 | Extended print |
| EXTEND OFF | 1D/29 | Extended print off/Normal print |

### *3.7.2 Printer Font Commands*

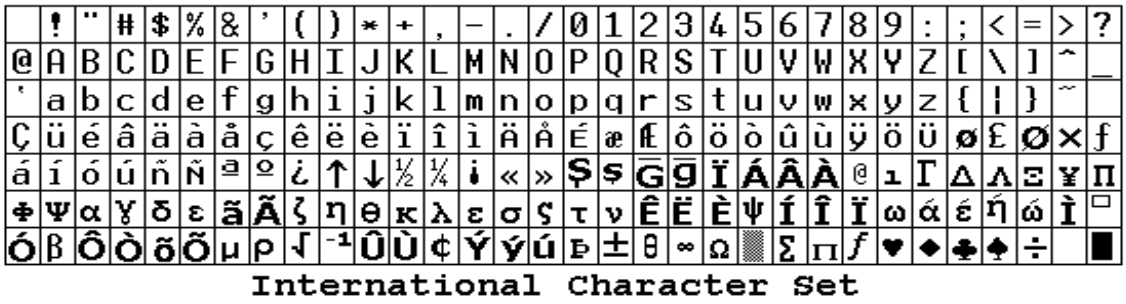
| Font Name | PITCH | Character size (WxH) | Command String | Downloadable |
|---|---|---|---|---|
| Monospace821BT | | | | |
| Monospace821BT | 20CPI Short Font | 10x18 | ESC+'k'+'9' | NO |
| Monospace821BT | 20CPI Bold | 10x23 | ESC+'k'+'8' | NO |
| Monospace821BT | 20CPI Normal | 10x23 | ESC+'k'+'7' | NO |
| Monospace821BT | 10 CPI Normal | 20x23 | ESC+'k'+'6' | NO |
| Courier | | | | |
| Courier Mode 5 | 24 CPI normal | 8x23 | ESC+'k'+'5' | YES |
| Courier Mode 4 | 21 CPI normal | 9x23 | ESC+'k'+'4' | YES |
| Courier Mode 3 | 19 CPI normal | 10x23 | ESC+'k'+'3' | YES |
| Courier Mode 2 | 16 CPI normal | 12x23 | ESC+'k'+'2' | YES |
| Courier Mode 1 | 12 CPI normal | 16x23 | ESC+'k'+'1' | YES |
| Courier Mode 0 | 13 CPI rotated | 14x16 | ESC+'k'+'0' | NO |

### *3.7.3 Printer Font Commands – Character Set*

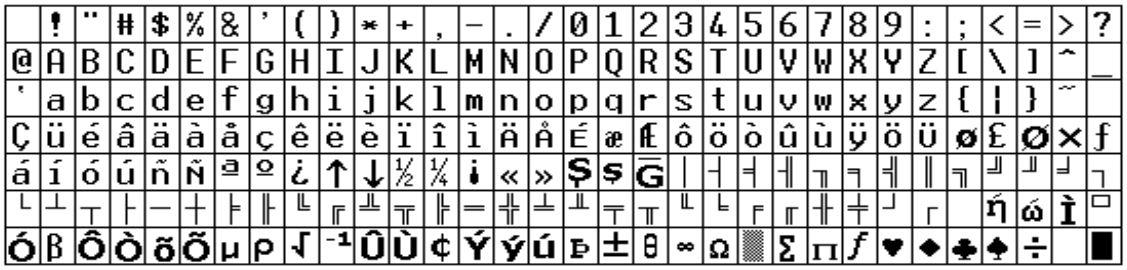
| Command String | Printer Action |
|---|---|
| ESC - 'F' – 1 | Selects International character set |
| ESC - 'F' – 2 | Selects PC Line Draw character set |
| ESC - 'U' - '1' | Enable emphasized print. |
| ESC - 'U' - '0' | Disable emphasized print. |

Table 5 shows the International and PC Line Character sets from 32 through 255.

**Table 5: International and PC Line Draw Character Set**



International Character Set



PC Line Draw Character Set

### *3.7.4 Printer Graphic Commands*

| Command String | Printer Action |
|---|---|
| ESC - 'a' – n | Select dot line spacing between printed lines. |
| ESC - 'J' – n | Graphic Line Feed command |
| ESC - 'P' - '#' | Select Online mode, characters printed as received. |
| ESC - 'P' - '$' | Select Buffer mode, characters are printed on (^ D) |
| ESC - 'V' - n1 – n2 | 8-bit Graphic command |
| ESC - 'v' - n1 – n2 | RLE Compressed Graphic command |

### *3.7.5 Magnetic Card Reader Control Commands (When MCR is installed)*

| Command String | Printer Action |
|---|---|
| ESC - 'M' - 'nnm' – Cr | Select MCR with (nn) auto timeout<br>Where nn="00" to "99"<br>m=1: Reads track 1 only<br>m=2: Reads track 2 only<br>m=3: Reads track 3 only<br>m=4: Reads track 1 & 2<br>m=5: Reads track 2 & 3<br>m=6: Reads track 1, 2 & 3 |
| ESC – 'C' | Cancel MCR read process |

### *3.7.6 Smart Card Reader Control Commands (when SCR is installed)*

| Command String | Printer Action |
|---|---|
| ESC - 'M' - 'nn' - '7'- Cr | Select SCR in direct mode with Serial RS232.<br>(nn) is the auto timeout of the SCR. |
| ESC - 'M' - 'nn' - '8'- Cr | Select SCR in PassThru mode with BT/802.11 or IrDA on.<br>(nn) is the auto timeout of the SCR. |

### *3.7.7 Graphic Logo and Bar Code Commands*

| Command String | Printer Action |
|---|---|
| ESC – L – G –n | Prepare printer to load image: |
| ESC – G - 0x0FF | Loading Logo Complete: |
| ESC – L – g – n | Print stored logo image: |
| ESC - 'z' - n1 – n2 – L - [data] | Print Bar Code without visible text |
| ESC - 'Z' - n1 – n2 – L - [data] | Print Bar Code with visible text |
| ESC - 'Q' - 'J' – *n* | Reverse Dot Feed |
| ESC - 'Q' - 'Q' – *n* | Set Out of Paper Sensitivity |
| ESC - 'Q' - 'F' – *m* | Set Forward Black Mark Seek |
| ESC - 'Q' - 'B' – *m* | Reverse Black Mark Seek |

### *3.7.8 Printer Supervisory and Control Commands*

| Command String | Printer Action |
|---|---|
| ^V | Buffer, power timer & battery status |
| ^B | Buffer status |
| ESC - 'P' –'^' | Print Battery Voltage |
| ESC – 'M' - '000' - Cr | disable the power down timer |
| ESC - 'M' - 'nn0' - Cr | sets the power down timer to nn seconds |
| ESC – 'M' - 'C' | Reset Auto power down to 20 seconds |
| ESC – 'P' – '( ' | Firmware version query |
| ESC – ' P' - ')' | Hardware model query: |
| ESC – ' P' - '+' or '-' | Enable or Disable EOT printer response |

# 4. Printer Maintenance

## 4.1 Print Head Cleaning Instructions

You may need to clean the print head and platen roller after printing a number of rolls of paper, whenever you load new supplies or when you see voids in the printout.

**Do not use sharp objects to clean the print head. This may damage the printer and require service**

- Open the paper door by pressing the Paper Door Unlock Button on the top cover as shown in Figure 4. The paper supply door will pop up.
- Remove the paper roll.
- Moisten a cotton swab with isopropyl alcohol and clean the print head
- Clean the platen roller with a dry cloth or small brush

*Note: You can also use another cotton swab moistened with isopropyl alcohol. Turn the platen roller with your finger and run the cotton swab or dry cloth across it. Make sure the platen roller is clean all the way around.*

- Moisten another cotton swab with isopropyl alcohol. Rub the swab across the black mark sensor to remove any build-up
- Moisten another cotton swab and rub the swab across the tear bar to remove any build-up

*Note: You may experience dust build-up depending on the environment and the quality of the paper supply you use. If this occurs, use a can of compressed air to blow dust and paper debris out of the printer.*

## 4.2 Charging the Printer Battery

The printer battery is charged using the wall mounted charger provided. Follow these steps to charge the battery pack.

**Note:** Maker sure the printer and all LED's are OFF before charging battery.

- Plug the charger into an appropriate wall socket; then plug the charger line cord into the adapter jack on the side of the printer (see Figure 1)
- The yellow CHARGE LED will illuminate, to indicate battery is charging.
- The Charge LED turns off when battery cartridge is fully charged. It takes about 180 minutes to fast charge the battery cartridge
- To insure full charge, printer should not be operated while the battery is charging.

### *4.2.1 Important Notes on Charging Batteries*

- The model ANDES 3 printers require an adaptor output of 10VDC/1.32A.
- The battery Fast-charge is initiated each time the power adapter is connected to the printer
- The Fast-charge controller checks the battery's voltage and temperature, before the start of the fast recharge process. If the battery voltage or the temperature is outside of the fast-charge limits, the charger defaults to trickle charge at C/10 or 70 mA rate
- Optional external battery chargers are available for Extech batteries. Refer to Section 4.7 "Printer Supplies" for detailed information.

### *4.2.2 Important Notes on Replacing Batteries*

- *Check for the correct Extech part number for the battery and only use that part for your new battery*

| | |
|---|---|
| | **Risk of explosion if battery is replaced by an incorrect type** |
| | **Dispose of used batteries according to instructions in Section 4.5** |

## 4.3 Verifying Battery Charge State

We strongly recommend testing your printer before returning it to Extech. Follow these steps to identify and correct any battery power problem that may be encountered. These will help to identify that the fault is with the printer and not some other part of your system.

**To test the AC adaptor:**

- Use a multi meter and measure the output voltage. Output should be 10VDC.
- Press the <ON/OFF> switch and wait until all LED's are off.
- Insert the AC adaptor plug into the printer. If the amber LED goes on, the battery is not fully charged but the charge circuit is functioning.
- The AC power portion of the circuit appears ok.

**To test the DC power:**

- Disconnect the AC Adapter once the battery has charged for 5 minutes or so.
- Press and hold the <FEED> switch, then press and release the <ON/OFF> switch and then release the <FEED> switch. The printer will print a "self test" receipt
- If the self test receipt is printed, the DC power is ok.

**To test if the battery is accepting charge:**

- Press <ON/OFF> switch and wait until all LED's are off

- Plug the AC power adapter into the printer. Press <ON>; the green LED is illuminated and after about 20 seconds the LED should go off
- If the amber LED is on, this will continue on through this test indicating that the battery is accepting a charge and that the charge circuit is ok. At the end of a 180 minute charge cycle the LED will go off.

## 4.4 Battery and Safety Information

The printer is powered by a 7.4V Li-Ion battery cartridge.

- Charging time in the printer is approximately 3.0 hours.
- Take the battery out of printer if storing the printer for long periods of time.
- The battery storage temperature is 40°F to 104°F (4°C to 40°C). Do not store a fully charged battery at temperatures greater than 104°F (40°C) for long periods of time – the battery may permanently lose charge capacity.
- The recommended temperature for charging is between 68°F (20°C) to 77°F (25°C).
- Be sure to use a fully charged battery before long or battery intensive printing sessions. Certain operations (for example, printing receipts with a lot of bar codes and graphics) drain the battery more quickly than others.
- Dispose according to your local regulations. **Do not throw in trash**.

| | |
|---|---|
| | **Do not disassemble, short circuit, heat above 80°C, or incinerate. The battery may explode** |

## 4.5 Recycling Batteries

The Rechargeable Battery Recycling Corporation (RBRC) is a non-profit organization created to promote recycling of rechargeable batteries. For more information about how to recycle batteries in your area, visit **www.rbrc.org**.

## 4.6 Trouble Shooting

| Problem | Action |
|---|---|
| Does not feed paper or has a paper jam. | ▪ Remove any jammed supply<br>▪ Reload paper supply. |
| Does not print | ▪ Check or replace the printer's battery<br>▪ Make sure the paper supply is loaded correctly, not backwards.<br>▪ Verify communication between the host device and the printer by disconnecting the communication cable and performing a printer self test. |
| Light printing | ▪ Check or recharge the battery<br>▪ Adjust the print contrast through print application. |
| Voids in printing | ▪ Clean the print head following the cleaning. |

| | |
|---|---|
| | Instruction listed in Section 4.1. |
| Red (Error) LED on | ▪ Check that paper roll is not out and paper door is closed.<br>▪ Error reading MCR.<br>▪ After extended printing, print head may be hot; printer will pause before resuming printing. |

If the problem is not identified by following the above trouble shooting guide, contact Extech Technical Support. Support numbers and Email addresses are listed at Section 6 of this manual.

| | |
|---|---|
| | **Other than routine cleaning and other maintenance described in Section 4, the printer is not intended to be serviced by the user. It must be returned to an Authorized Service Center. Under no circumstances should the user attempt to take the printer apart** |

## 4.7 Printer Supplies

| Part Number | Description |
|---|---|
| | |
| 79328I1 | ANDES 3 PKG |
| 79328I1-1 | ANDES 3 PKG with Bluetooth™ |
| 79328I1R | ANDES 3 PKG 120 with MCR |
| 79328I1R-1 | ANDES 3 MCR PKG with MCR and Bluetooth™ |
| 151133 | 24V In-Vehicle Charger |
| 157261 | Multi-Plug Battery Charger Adaptor (US, UK, Euro & Australian Plug |
| 756998-1 | Spare Belt Loop System |
| 757068 | ANDES 3 Thermal Paper Pack (4" / 100', 5 rolls) |
| 757068-CASE | ANDES 3 Thermal Paper (Case of 100 Rolls) |
| 757150 | Thermal Print Head Cleaning Pen |
| 757160 | Magnetic Card Reader Cleaning Cards (5 per order) |
| 757352 | Shoulder Strap with Quick Clip |
| 767400-1 | Battery Charger (2 Bay) Li-Ion 120VAC |
| 767400-2 | Battery Charger (2 Bay) Li-Ion 220VAC |
| 767400-4 | Battery Charger (2 Bay) Li-Ion 240VAC |
| 7A1000014 | Li-Ion Battery Cartridge: 7.4VDC– 2200 mAH |
| 5892RJD9 | Serial Data Cable – RJ to DB9 PC compatible |
| Available from Extech Email: **printers@extech.com** | Windows 95/98/NT/2000/ Drivers |
| Download: **http://www.fieldsoftware.com/PrinterCE.htm** | Windows CE print Utility |
| Download **http://www.stevenscreek.com/pilot/dodownload.html** | Palm Pilot print Utility |

# 5. Specifications

## 5.1 Printer Specifications

| | |
|---|---|
| Height: | 2.5 inches (64mm) |
| Width: | 6.5 inches (167mm) |
| Length: | 7.5 inches (192mm) |
| Weight: w/battery & supply | 1.8 lbs. (850g) |
| Shipping weight: | 3.3 lbs. (1.5kg) |
| Power: | 7.4 V Li-Ion battery |
| Operating Temp. Limits: | 32F to 122F (0 to 50C) |
| Storage Temp. Limits: | -4F to 140F (-20C to 60C) |
| Operating Humidity Limits: | 20% to 85% non-condensing |
| Storage Humidity Limits: | 5% to 95% non-condensing |
| Print Width: | 4 inches wide (104mm)<br>203 dpi (8 dots per mm) |
| Printing Method: | Thermal Direct |
| Print Speed: | Up to 3.0 inches/sec. @ 7.2v to ph. |
| Supported Fonts:<br>(Bitmap) | Standard (normal and bold)<br>Large (normal)<br>Reduced (normal and bold)<br>Large rotated. |
| Supported Bar Codes: | Codabar, Code 39, UCC/EAN – 128,<br>UPC/EAN/JAN, Interleaved 2 of 5, Code 128 |
| Memory: | 2M Flash<br>768K SRAM --- (256K int. -- 512K ext.) |
| Charging Time: | Approximately 180 minutes |
| Communications: | RS-232, IrDA, Bluetooth, 802.11b |
| Print Ratio: | 25% black maximum/sq.in. |

## 5.2 Supply Specifications

| | |
|---|---|
| Supplies: | Thermal direct receipt paper |
| Supply Thickness: | 2.2 to 3.5 mils (receipt paper) |
| Supply Width: | 4.33 inches (110mm) |
| Supply Length: | 1 roll of receipt paper is ~100 ft. (30km.) |
| Supply Sensing: | Black mark (on face of supply) |
| Paper roll diameter: | Outside: 2.0 inches (51 mm)<br>Inside: 0.40 inches (10 mm) |
| Approved Vendors | **Kansaki**: P300, P310, P350, P354, P390, P530UV, TO281CA, OP200, TO381N, F180, F380, F550<br>**Jujo**: TF-50KS-E2C<br>**Honshu**: FH65BV-3 |

## 5.3 Regulatory Notes

### *5.3.1 FCC Part 15 Class B*

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For Bluetooth equipped printers, please note:

- The printer contains an OEM Serial Port Adapter from connectBlue with FCC ID: PVH070101. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
  (1) this device may not cause harmful interference,
  (2) this device must accept any interference received, including interference that may cause undesired operation."

### *5.3.2 Warranty*

This printer is warranted by Extech Instruments to be free of defects in parts and workmanship for a period of one year from date of shipment. This warranty does not apply to defects resulting from action of the user such as misuse, improper wiring, operation outside of specification, improper maintenance or repair, or unauthorized modification. Extech specifically disclaims any implied warranties of merchantability or fitness for a specific purpose and will not be liable for any direct, indirect, special, incidental or consequential damages. Extech's total liability is limited to the repair or replacement of the product. The warranty set forth above is inclusive and no other warranty, whether written or oral is expressed or implied.

### *5.3.3 Warranty and/or Repair Service*

A Return Authorization number must be issued before a unit is returned to Extech for repair. Once a unit has been properly returned to Extech (Note: The customer is responsible for ensuring proper packing to prevent damage in transit as well as the shipping costs back to Extech), it will be repaired (estimates are provided first if the repair cost is estimated above $100.00) and returned via UPS ground. The customer may elect a faster mode of transport at their cost.

# 6. Customer Support

## 6.1 Online Technical Assistance

| | |
|---|---|
| Frequently Asked Questions page | http://www.extech.com/printer/techSupport/FAQ.html |
| Troubleshooting Guide. | http://www.extech.com/printer/techSupport/troubleShootGuide.html |

## 6.2 Technical Support Request

If you need technical assistance regarding software, hardware or operation of Extech printers, please contact us at:

| | |
|---|---|
| Tech Support Form | http://www.extech.com/printer/techSupport/support.html |
| Email | printers@extech.com |
| Telephone | +1-(781)-890-7440 |
| Fax | +1-(781)-890-7864 |

**Portable Printer Division**
http://www.extech.com/Printer

"Make Mine an Extech!™"

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